



3308^{Q&As}

Avaya Contact Recording and Avaya Quality Monitoring R12
Implementation and Maintenance Exam

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QUESTION 1

Which statement describes the Recorder Number that is given to the Master Avaya Contact Recorder (ACR)?

- A. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 6.
- B. It is a unique identifier for every ACR determined by the Customer Sold To number.
- C. It is a unique identifier for every ACR determined by the Customer Site ID.
- D. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 8.

Correct Answer: B

QUESTION 2

It is strongly recommended to install the RedHat operating system (OS) from the Kickstart file (ks.cfg).

When running the Kiskstart.exe for Avaya Contact Recorder (ACR), which three components are necessary to create a ks.cfg file? (Choose three.)

- A. the IP addresses of the network interfaces
- B. the name of extra RedHat Package Manager (RPM) packages to be installed
- C. the MAC address of the Network Interface Card (NIC) Eth0
- D. the IP address of the Network Time Protocol (NTP) server
- E. the /var partition size

Correct Answer: ABD

QUESTION 3

Which tool can be used for migrating evaluations from Quality Monitoring (QM) R11.0 to QM R12.0?

- A. User Migration Tool (UMT)
- B. Custom Data Migration Mapper (CDMM)
- C. Quality Monitoring R7.x Migration Tool
- D. Data Import Tool

Correct Answer: C

QUESTION 4



You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Manager as a PBX.

Which two devices should be reachable by the ACR? (Choose two.)

- A. Avaya Session Manager
- B. Avaya Application Enablement Server
- C. Avaya IP Telephones
- D. Avaya Communication Manager Gateway

Correct Answer: BC

QUESTION 5

Which procedure should be completed before upgrading an Avaya Contact Recorder (ACR) to R12?

- A. Backup the ACR postgres database.
- B. Start the ACR Service.
- C. Apply any existing software hotfixes.
- D. Backup the ACR MS SQL database.

Correct Answer: A

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